

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**RAJYA SABHA
STARRED QUESTION NO. *192**

**TO BE ANSWERED ON THE 20TH DECEMBER, 2023/ AGRAHAYANA 29, 1945
(SAKA)**

EMERGENCY RESPONSE SUPPORT SYSTEM

192 # SHRI SATISH CHANDRA DUBEY:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the number of States or Union Territories having Emergency Response Support System (ERSS) in place;

(b) the number of calls received on emergency number 112 during the last three years; and

(c) the details of assistance received after making calls on the emergency number?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI AJAY KUMAR MISHRA)**

(a) to (c): A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO THE RAJYA SABHA STARRED QUESTION NO. 192 DUE FOR ANSWER ON 20TH DECEMBER 2023 REGARDING EMERGENCY RESPONSE SUPPORT SYSTEM

(a): The Ministry of Home Affairs is implementing 112 Emergency Response Support System (ERSS) to provide for a single, internationally recognized number 112 based assistance during emergencies. ERSS is operational in all 36 States/Union Territories.

(b): The number of calls received on emergency number 112 over the past 3 years are as follows:

Year	Number of Calls Received
FY 2020 – 2021	4,13,49,567
FY 2021 – 2022	6,61,17,647
FY 2022 – 2023	10,88,76,777

(c): ERSS primarily offers emergency assistance services, such as Police, Fire and Ambulance, with computer-aided dispatch of field resources to the location of distress. As a value addition, ERSS is also integrated with other services like Railway Helpline (139), Disaster Helpline (1077), and Child Helpline (1098), to provide necessary assistance. Women Helpline (181) is also integrated with ERSS in 29 States/Union Territories.
